Why are Homefit installer surveys so important?

Homefit installer surveys are the first point of contact a customer has with the Homefit Team.

It is very important that we fulfil the aspirations that have been built with the customer via our store colleagues.

We are the technical experts and our customers and store colleagues expect us to provide the confidence and expertise to ensure that the project will reach reality.

Many customers will require additional information and help at the point of survey to enable them to understand exactly what will happen during the installation stage.
The installer survey is the first time we have had a chance to meet the customer and view their project.

It provides us with our best chance to ensure that we get things right and ensure that we can complete the project on time in full at the first attempt.

The purpose of a Homefit installer survey is to check

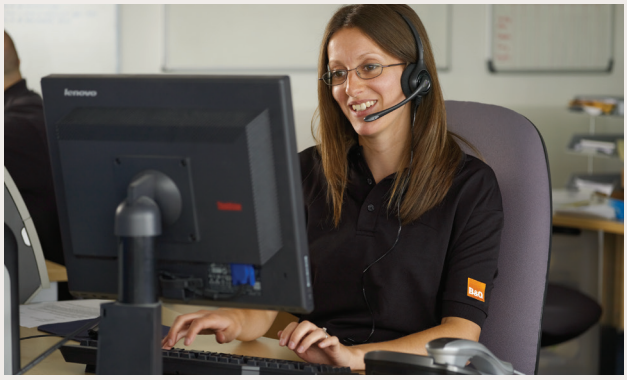
- Measurements - are they correct?
- Does the plan fit the room?
- Are there any clearance issues, obstructions, bulkheads etc?
- Water stop tap
- Gas meters and any work required
- Consumer unit condition
- What are the floor levels like and are the walls plumb etc?
- Worktops - agree type and joint positions
- Tiles - is the customer clear on where we are tiling?
- Have we allowed enough tile wastage 20%?
- Agree any changes with with customer

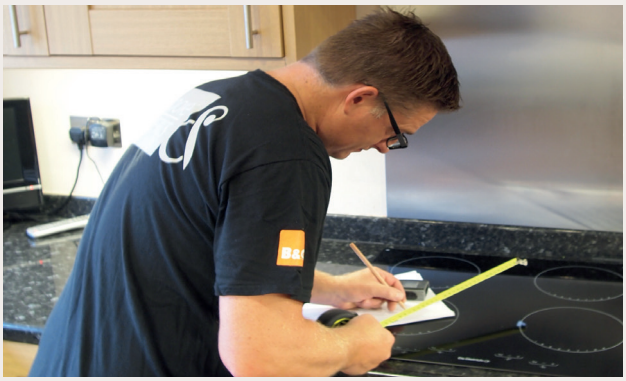
Benefits of an in-home Homefit installer survey

- This gives the installer an unique opportunity to explain and agree with our customers about how the project will progress
- The installer will get the opportunity to agree things up front and understand if the customer has any special requirements or restrictions, (start/finish times, parking, rubbish arrangements, approximate duration and what will happen each day etc.)
- The installer also gets the opportunity to understand what trades and materials will be required and when they will be needed
- Great opportunity to build trust and for the installer to form a great relationship with the customer

Survey journey - before survey

- Once the customer pays the £50 survey fee, the customer's order is sent through to the Homefit team for a pre-survey health check.





- Once the Homefit team are 100% satisfied that the order is ready, the order is allocated to one of our approved installation teams to complete a non-intrusive home survey.

- Any changes to the original order will be realised during the survey. These changes will then be made by the Homefit team. The order is then ready for our store team partners to sell.

Survey journey - after survey

- Once the order has been sold the Homefit team will allocate it to the same approved installations team that completed the survey.

- The Homefit team will then liaise with both the customer and the installation team to ensure the best available start date for the project, while making sure all stock is fully available for the dates required.

To ensure the very best start to the project, 2 weeks before the agreed start date the Homefit team will again liaise with both customer and installation team to confirm everything is ok for the agreed start date and answer any questions the customer may have.

Electric terms of reference

Terms used	Definition
Main earth bonding upgrade	An upgrade of the main supply cables to the electric metre and consumer unit where there is inadequate current carrying capacity for the electrical installation.
Radial	A type of circuit which starts at the fuseboard and is connected to equipment and accessories, such as cookers, showers, lights and sockets.
Cooker radial	A dedicated supply cable used to supply cooking appliances i.e. electric hobs, ovens etc and sized according to the appliance kW rating because they have a high power rating.
Consumer unit	Used to supply and control electricity around the home and usually contains a main switch, RCD's and protective devices (fuses, circuit breakers) connected to circuits.
Add on consumer unit	A smaller fuseboard used to connect new circuits when there are not enough spare circuits in the house.
RCD	Stands for a residual-current device. An RCD constantly monitors the electric current flowing through one or more circuits it is used to protect. If it detects electricity flowing down an unintended path, such as through a person who has touched a live part, the RCD will switch the circuit off very quickly, significantly reducing the risk of death or serious injury.
Fused spur	These are isolation switches for appliances and contain a replaceable fuse.
Ring main	A type of circuit which starts and finishes at the consumer unit and is connected to sockets, usually split into separate circuits for kitchen, downstairs etc.

Guidance for electrical works & consumer units

What does a consumer unit do?

A consumer unit (often called a fuse box) is equipment used to supply and control electricity around the home. It usually contains a main switch, fuses or circuit-breakers and one or more residual current devices (RCD).

Benefits of upgrading my consumer unit

Upgrading to a 17th edition consumer unit ensures that all electrics within a residential property comply with current building regulations. Modern consumer units provide the highest level of safety standards to protect customers and their families from the potential risk of electric shock/death.

What consumer unit does the customer have?

If the customer is unsure as to the type of consumer unit they have, here are a couple of simple questions that may help:

- Is your property less than 10 years old?
  If the answer is yes, then in most instances you should have an appropriate consumer unit as detailed on previous page (Fig.1)
- Has your property been rewired by a qualified electrician in the last 5 years?
  If the answer is yes, then in most instances you should have an appropriate consumer unit as detailed on previous page (Fig.1)

If the answer is no to either question, you should add an 'install RCD protection upto 4 ways' to the quotation. The installer will check the customer's exact requirements during the home installation survey.

At time of survey the customer may request or require a complete consumer unit replacement. This would ensure that all electrical circuits within the property are RCD protected and up to current wiring and safety regulations. It also allows for any future additions such as new electric showers or circuits for extensions etc.

Terminology / Abbreviations

Consumer unit

A consumer unit is the "fuse box" which goes between the electricity meter and all the electrical circuits in the house. Modern units do not contain fuses, but MCB's. They often also contain an extra protective device called an RCD, which replaces the isolator switch.

MCB - Miniature circuit breaker (Fig.2)

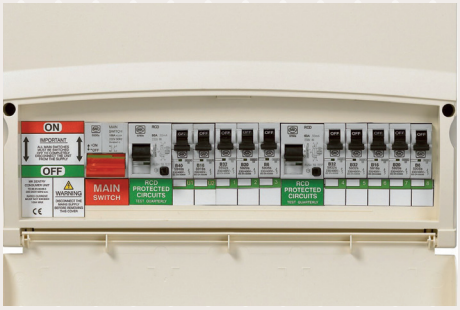
Miniature circuit breakers (MCB's) are fitted in newer consumer units in place of fuses. They have the advantage that they can be manually reset without having to replace wire as in the case of the traditional fuse. The MCB's have either a button or lever that can be flicked to reset it.

RCD - Residual current device

A switch that is used that protects the customer against electric shock and reduces the risk of electrical fires. The RCD is a sensitive switching device that quickly turns the electricity off as and when required. An RCD constantly monitors the electric current flowing along a circuit. If it detects electricity flowing down an unintended path, such as through a person who has touched a live part, it will switch the circuit off instantly, reducing the risk of death or serious injury.

Guidance for electrical works & consumer units

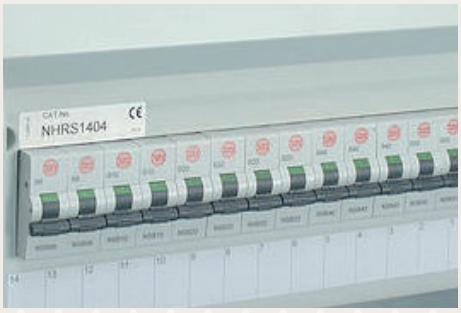
Fully RCD protected consumer unit



RCD protected consumer unit

If the customer has an existing 17th edition consumer unit with RCD breakers pre-installed. No additional changes should be required (subject to survey).

Unprotected consumer unit



If the customer has an MCB style consumer unit without RCD protection.

Add 'Install RCD protection upto 4 ways'.
This will add protection upto 4 RCD's to the existing consumer unit.

Fuse type consumer unit

For older style fuse type units add 'install consumer unit 3742945'. If this is not required it can be changed at survey.

Add on consumer unit

An add on consumer unit may be the most cost effective way of upgrading the customers existing fuse board to ensure compliancy to current electrical regulations.

This would be specified when no RCD protection is present on existing consumer unit / fuse board if customer does not want full upgrade. If customer requires this add 'install RCD protection upto 4 ways'

Consumer Unit decision tree

Check that 16mm mains earth bonding is present along with 10mm bonding to all appropriate services and installation pipework

If customer purchases the installation of Consumer Unit the upgrade to all bonding is included

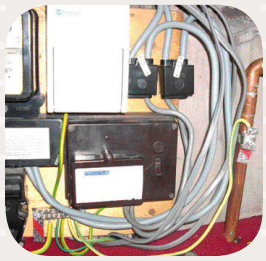
Where customer does not purchase a new consumer unit sell install mains earth / protective bonding

If lead or rubber wiring is visible, or there are signs of stress then it is likely that more work may be required such as a partial or full re-wire and the customer should seek expert advice from an electrician

RCBO's are circuit breakers that have an RCD device built in – therefore an RCBO could be used to provide RCD protection on the side of the consumer unit not covered by the main RCD

Spare ways are normally identifiable because blanking plates are in place on the front panel

Check if 16mm mains earthbonding and 10mm to services/installation pipework is present.



NO

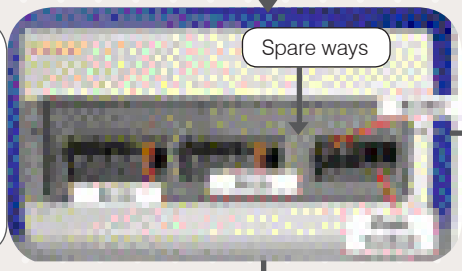
YES

Upgrade is included in Install Consumer Unit.

Select consumer unit type that is currently installed from the 4 examples given below.

17th edition board.

All circuits RCD projected & spare ways so that CB's cab be fitted.



YES

No new consumer unit required.

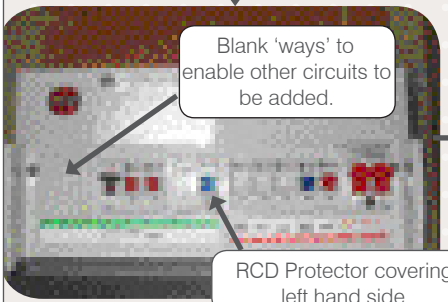
Price for new circuits and certs as usual.

NO

16th edition board.

Some circuits RCD projected and some spare ways (RCBO's) can be fitted.

The spare ways can be on either the RCD projected section or the unprotected section.



YES

No new consumer unit required.

Price for RCBO's, new circuits, certs etc as usual.

Pg 2

All electrical work is verified and validated by NICEIC

N.B. – If the existing consumer unit has a wooden back and is not plastic insulated this presents a fire risk and the customer must be advised that a change of consumer unit is required.

It is not possible to install a new consumer unit until there is a safe means of isolation, e.g. a main isolator switch. The customer needs to arrange this with DNO prior to the installation of a new consumer unit. If the suppliers tails are under sized they should be upgraded at this time by DNO.

To find your DNO use this link **http://www.napit.info/beta/home**

OPTIONS A & B

If you determine that the customer requires a new consumer unit but they are adamant that they do not want one, you can sell a separate RCD protection unit.

This is not the preferred method as it does not provide full protection to all of the existing circuits.

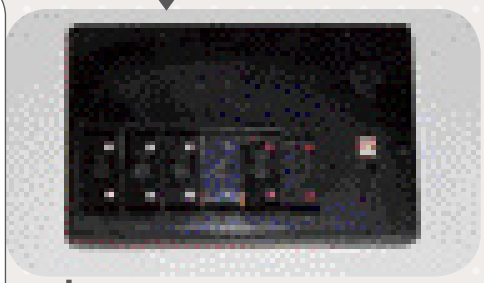
NO

Not able to fit RCBO's but spare ways exist for the required circuits.

Highly advisable to upgrade with new consumer unit* See options A & B below.

Non protected and no RCD present. Not able to accept RCBO's and no spare ways available.

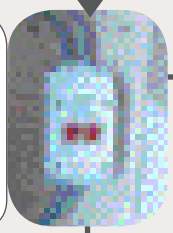
Unit cannot be upgraded, customer requires a new consumer unit.



YES

YES

Is a main isolator switch fitted and are the meter tails adequate?



NO

Customer to arrange fitting by (DNO Distribution Network operator) the customers electricity supplier. N.B. as a general rule 25mm tails are required.

YES

Sell a new consumer unit and certification.

Alternative Options

If customer is not willing to have a new consumer unit do they require one or multiple circuits.

One circuit

Option A

Sell RCD protection unit to existing circuit and certification.

Multiple circuits

Option B

Sell RCD protection up to 4 way unit for new circuits via mains splitter after isolator and certification.

Options A and B are not the preferred options - best advice is to have a complete new consumer unit due to the additional protection this affords the householder.

All electrical work is verified and validated by NICEIC

Guidance for earth bonding into a domestic property

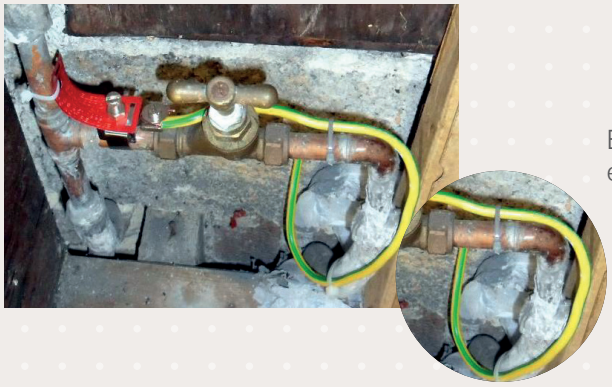
Mains earth bonding are the yellow and green cables that ensure that in the event of a fault, the rapid operation of a Circuit Protective Device (fuse, MCB circuit breaker, or RCD) promptly disconnecting the supply. This limits the duration of any shock that one might receive, dramatically reducing the risk of serious injury or death.

Regulations require mains earth bonding cable to be 16mm into the consumer unit, 10mm to your water stop tap and 10mm to your gas meter if applicable. If the house is less that 10 years old or has been re-wired in the last 5 years or you have added a new consumer unit to the customers order, the bonding should be fine. If not please add 'Install mains earth/protective bonding' to the customers order.

Remember all the above are subject to survey, the more accurate you are with the customer's order the less the price will change!

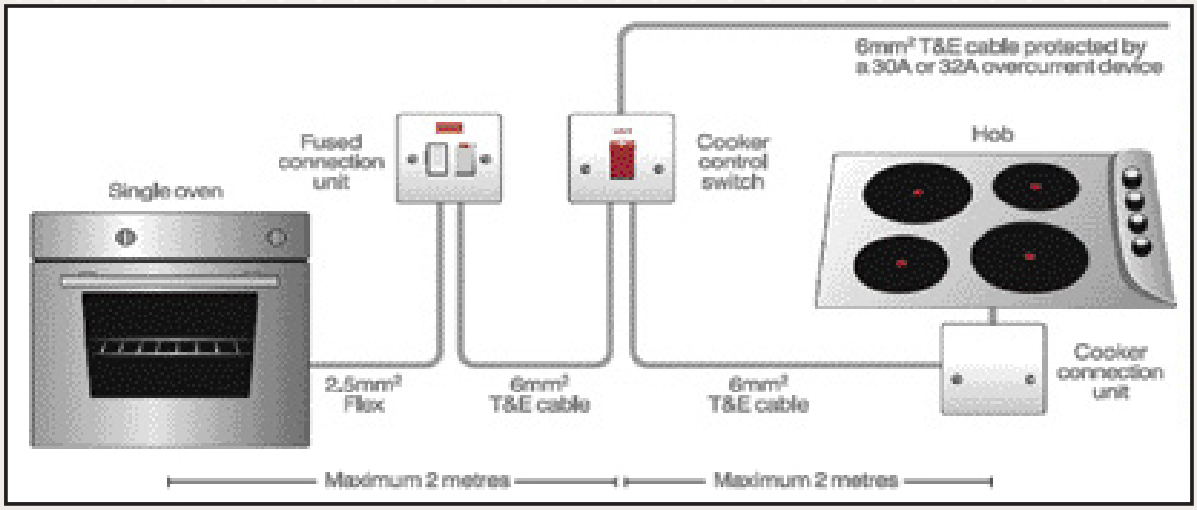
Main earth cable (green & yellow) running into fuse board / consumer unit – 16mm in thickness.

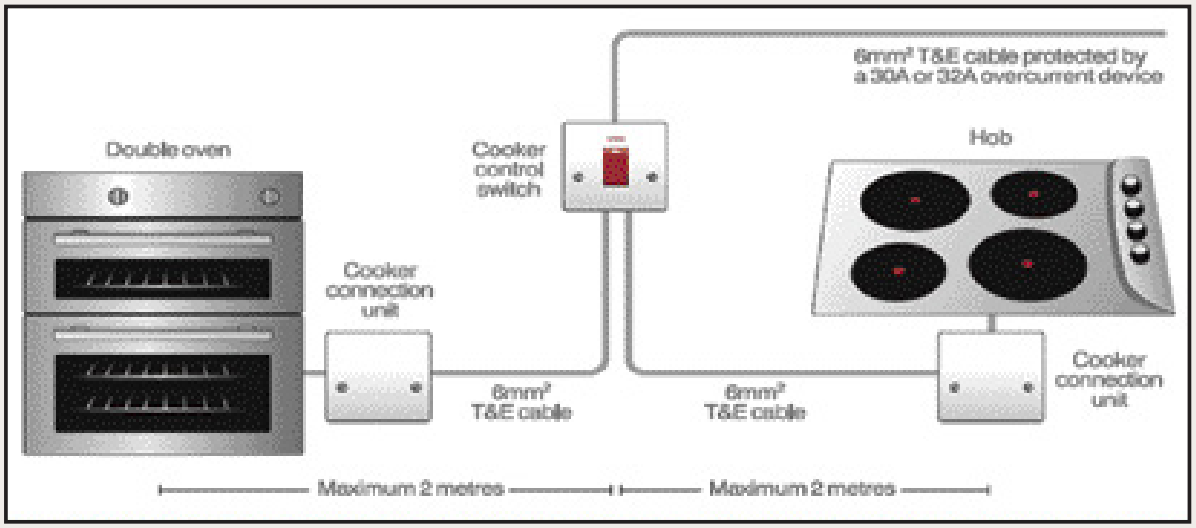
Earth cable (green & yellow) 10mm in thickness – earthing on customers side of the gas meter.



Earth cable (green & yellow) 10mm in thickness – earthing on mains water stopcock.

Guidance for radials





Legal BS7671:2008(2011)

To avoid overloading, all heating appliances above 2kW should be run off a dedicated or shared radial circuit.

What to look for and consider

Generally existing radials are run using a 6mm twin and earth cable. A typical customer's existing radial for cooking is usually 6mm cable.

- Suitable in most instances to run two cooking appliances, however diversity calculations should be made to confirm this by a qualified electrician
- Single electric cooker with standard 4 plate electric hob (not ceramic) or a double oven or a ceramic hob
- See the table on the next page for further examples of cable carrying capacity

All electrical work is verified and validated by NICEIC

The radial is only suitable under the above rules if the appliances are run off the same wall and based upon the cooker outlet position within 2 metres horizontally to the outlet point. See the rules for cooker outlets.
If two appliances are required on two walls, then two radials will be required, if the existing is suitable that could be utilised/extended as required for one of the circuits
.
If running a new radial for a new double cooker and ceramic hob, then a 10mm radial will generally be required, it would not be suitable on a 6mm radial as long as they are both installed on the same wall and within 2 metres of the cooker outlet switch.

If running an induction hob, this will require a 10mm radial just for this one appliance
We recommend that all showers remain being installed on a 10mm radial, thus giving the customer the option of picking any shower we sell, plus the added advantage that they can upgrade at any point in the future.

The below table is used for guidance when calculating the size of cable for the cooking appliances.

Cooking appliances	Cable size		
	4mm	6mm	10mm
Single cooker 13a<	✓	✓	✓
Standard 4 plate electric hob	✗	✓	✓
Ceramic hob	✗	✓	✓
Double oven	✗	✓	✓
Induction hob	✗	✗	✓
Single cooker and standard 4 plate electric hob	✗	✓	✓
Single cooker and ceramic hob	✗	✓	✓
Double cooker and 4 plate electric hob	✗	✓	✓
Double cooker & ceramic hob	✗	✗	✓
Induction hob	✗	✗	✓

To install a cooking appliance/s on the customer's existing or newly installed Radial, there must be a number of considerations; estimated load, socket outlets, length of flex used, diversity, circuit protection type, conductor size, voltage drop, cable groupings, thermal insulation, cable runs.

Please calculate using the BS7671:2008(2011) tables of reference.

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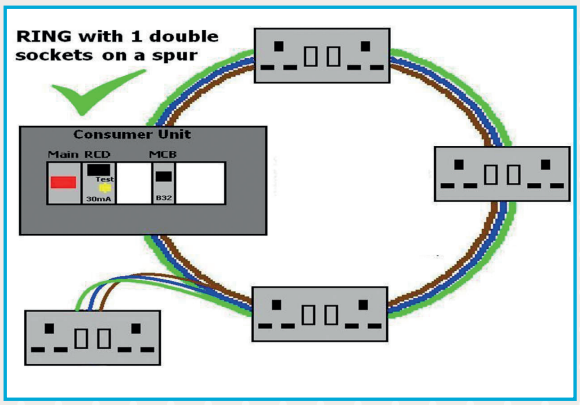
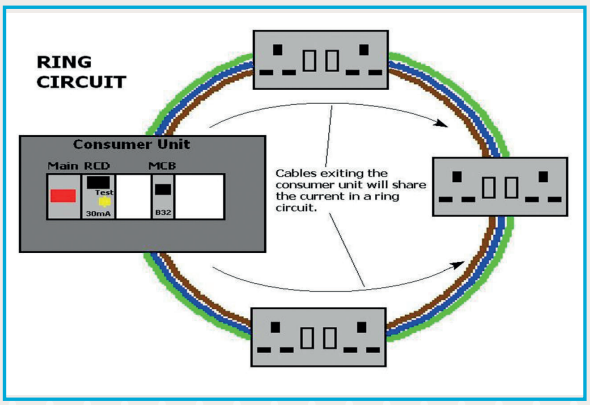
Guidance for ring final circuits

Ring main with spurs



Principles of a ring main



What to look for and consider

A Ring Main is a circuit generally run in 2.5mm twin and earth cable. This type of circuit is very common in nearly all homes and most commonly used to provide power to the standard socket. Ring Mains are generally rated to 32A so consideration to any upgrading or new circuits should always be around the number of sockets required along with power and usage rating of all existing appliances, plus any new appliances.

The size of the Ring Main generally will not limit the amount of socket outlets you can install, the use of the appliances on the ring main, the power of these appliances and size of floor area is a more valid and important consideration to make. Establish the requirements with the customer, people living in the house, the amount of wash loads they do, cooking habits etc.

Additional considerations for Ring Mains are the age of property, their current demand, future demand, and nuisance tripping on modern MCB's over Rewireable fuses.

The kitchen is generally the largest power consumption room in a domestic property and for this reason this is why separating the kitchen from other circuits like the downstairs sockets is the perfect fit. Large appliances being used at the same time in the kitchen can cause nuisance tripping. If this nuisance is then extended to all downstairs sockets and there's no separation of the circuits then the nuisance is increased.

Washing machines, dishwashers and tumble dryers are all large consumers of power and therefore consideration should be given that these are also run on their own dedicated circuit.

N.B.
You can spur off each Ring Main Socket once. In addition to this rule you can also spur off each of these spurs by installing a Switched Fused Spur.

All cooking appliances above 2kW should be placed on a dedicated or shared radial, see the Radial advice document.

To install a single cooker on the customer's existing or newly installed Ring Main, there must be a number of considerations; floor area, estimated load, loads on each leg, socket outlets, length of flex used, diversity cannot be applied to the cooker load, circuit protection type, conductor size, voltage drop, cable groupings, thermal insulation, cable runs.

Please calculate using the BS7671:2008(2011) tables of reference

Guidance for switches and zones

Cooker isolation switch

- Cooker isolation switch should be easily accessible in case of immediate isolation
- Cooker isolation switch should be no closer than 300mm to the edge of the hob
- The cooker outlet plates can be up to 2 metres away from the cooker isolation main switch
- The cooker isolation switch can only be used for cookers/hobs on the same wall

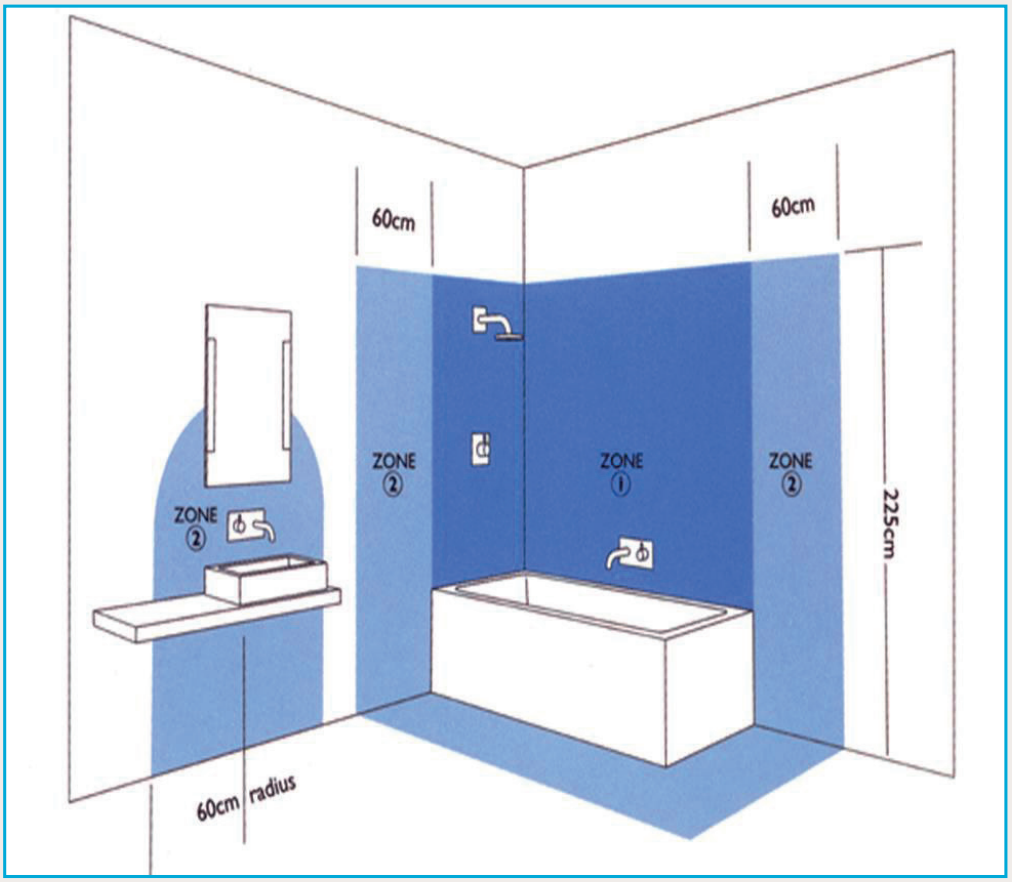
Socket outlets and switched fused spurs

- Sockets should ideally be placed 300mm away from the edge of a hob, sink or drainer
- Sockets outlets should be placed 150mm above the worktop to allow for cable flex

If existing sockets are already in place, install new sockets in line with the existing ones, as long as these are not impaired by the kitchen installation and can be fully used.

There needs to be an adequate number of sockets for appliances to be plugged into above the worktop and enough socket outlets, either singles or doubles, below the worktop for freestanding or integrated appliances. It is not advisable to use the customer's existing socket outlet for a freestanding or integrated appliance as it is likely the socket and plug will impaired by the installation of the appliance. The outlet for integrated appliances would need to be placed around skirting board height with a switched fused spur placed above the worktop in line with the socket outlet. Alternatively the appliance can be directly plugged into a socket outlet in an adjacent unit, if there is one.

Guidance for Special location zones



Rooms containing a bath or shower are called 'Special Locations' within the regulations. These locations have an increased safety factor built into the regulations due to the close proximity of water and electricity.

Baths and shower bases determine the position and the allowed use of fittings; the area in the bath and shower are called Zone 1, clearance distances are taken around these.

- 600mm for Zone 2
- 2.25 metres in height to clear Zone 1

Sockets are allowed in a room containing a shower base or bath as long as they are 3 metres away from the closest Zone 1 boundary.

Legal BS7671:2008(2011)

Any socket outlet below 20A and for equipment to be used externally (<32A) should be fitted with a 30mA RCD.

All accessories should have environmental protection appropriate for external influences i.e. metal back boxes, plastic surface mounted boxes, cavity wall boxes, BASEC cables, grommets, BS Standard outlets with the correct IP rating for external use.

N.B.
Use the correct equipment in the right location.

Guidance for heating systems

Gravity fed heating system / low pressure

A gravity fed system is a low pressure heating system

If a property has an airing cupboard with a copper cylinder inside it, (Fig.1 and 2) two cold water tanks in the loft space (Fig.3), and a boiler located in the property, then you can identify this as a gravity fed low pressure heating system.

When you turn the hot water tap on in the property, it will normally be significantly slower in discharging the hot water to that of the cold water tap. You can add a pump to a gravity fed water system to improve product performance and to increase type of products specified (e.g. thermostatic and non thermostatic shower valve).

You can only specify low pressure taps for this type of system. An electric shower would normally be specified for this system if the customer does not want a pump installing and / or water tank upgrade (where applicable / required) on their gravity system.

Combination boiler heating system / high pressure

A combination boiler is a high pressure heating system.

If a property has a boiler only installed, has no airing cupboard with a cylinder situated inside it, and has no water tanks situated in the loft space, then you can identify this as a combination boiler heating system. (Fig.4 and 5)

When you turn the hot water tap on you will get instantaneous running hot water and the boiler will be the only appliance installed within the property – no tanks or cylinders will be present.

You can specify low or high pressure taps for this type of installation. A mixer type of shower valve (thermostatic or non-thermostatic) would be the shower ideally specified on this type of system.

Mains or high pressure heating system

It goes without saying that a mains pressure system is a high pressure system.

In this type of installation, there will be a boiler installed and a thermal store (normally a large cylinder with pipework attached to the outside of it). Sometimes you will see an expansion vessel (another small cylinder) on top of the main cylinder. The cylinder in question will normally be situated in a garage but they are, on occasion, installed in large airing cupboards. (Fig 6 and 7)

There will be no water tanks present anywhere in the property. When you open the hot water tap, you will get exactly the same pressure and flow rate to that of the cold water tap.

You can specify low or high pressure taps for this type of installation. A mixer type of shower valve (thermostatic or non-thermostatic) would be the shower ideally specified on this type of system.

Guidance for heating systems

Gravity fed heating system / low pressure

Hot water cylinder in airing cupboard (without insulation jacket)

Hot water cylinder in airing cupboard (wrapped in fibre glass insulation jacket)

Cold water storage tanks in loft space

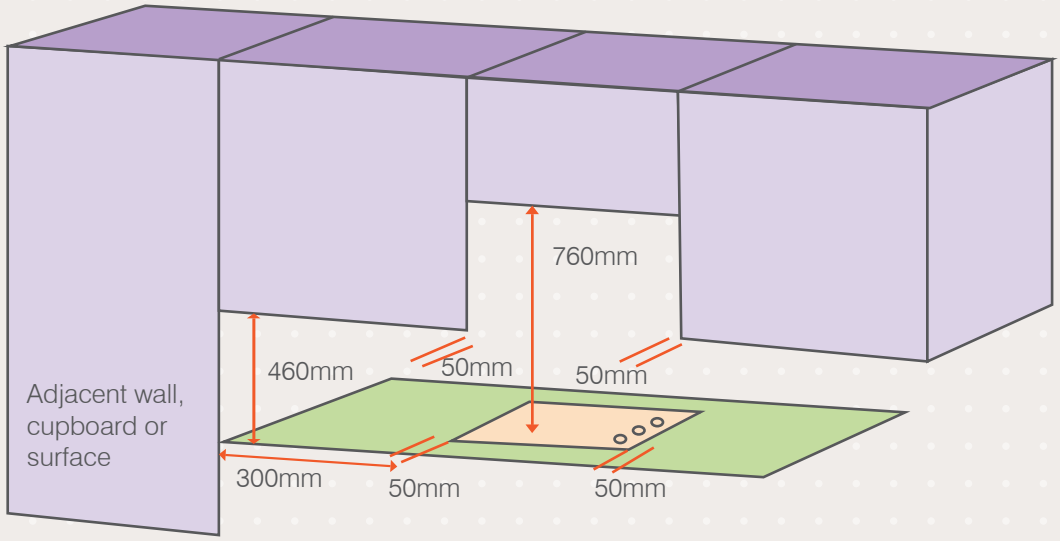
Combination boilers shown installed in kitchen & utility area (there will be no cold water tanks in the loft space or any hot water cylinder anywhere in the property)

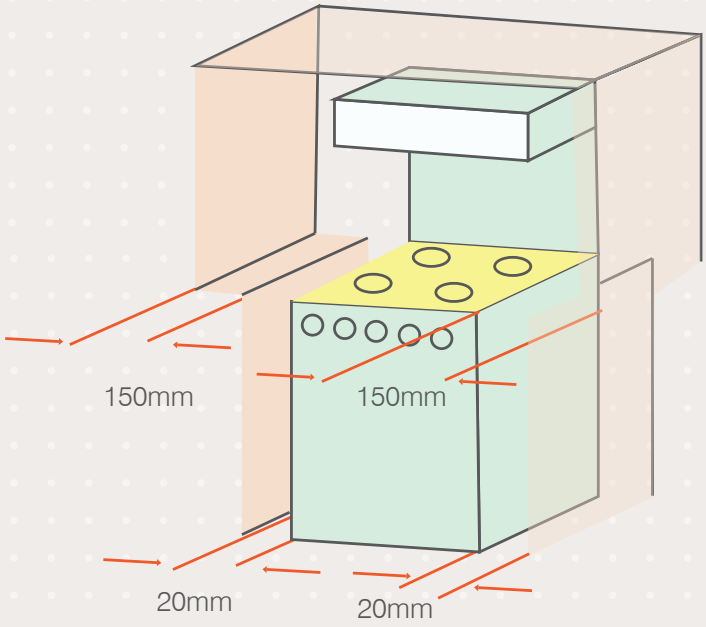
Mains / high pressure heating system

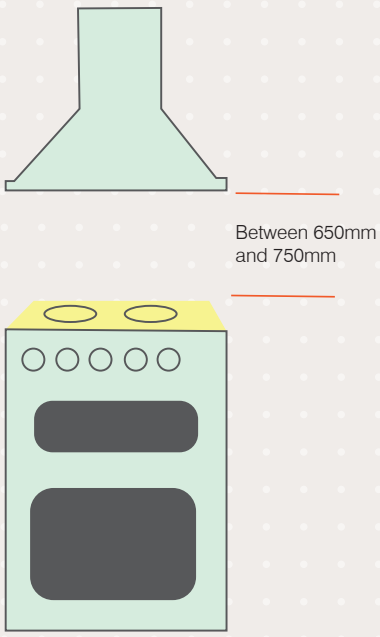
Two examples of what high pressure systems would look like

Guidance for gas

Gas clearance zones







Gas Safe Register

The Gas Safe Register is the only official list of gas engineers who are legally allowed to work on your hob, oven, boiler, fire etc.

Building Regulations in England, Wales, Isle of Man and Guernsey make it a legal requirement for the appropriate Local Authority to be informed about the installation of a heat producing appliance e.g. hob, oven, boiler, fire etc.

Guidance for kitchen and bathroom ventilation

Cooker hood

Standard mechanical extract fan

Legal

Part F of the Building Regulations requires that you cannot downgrade a property from its current standard and therefore if mechanical 'Extract' ventilation is currently installed then the property remains to the same standard or improves.

What to look for and consider

Extract mechanical ventilation is a means of removing air directly from space or spaces directly to outside.
If the kitchen has a cooker hood or fan that ventilates air externally then either a mechanical fan in a wall or the kitchen cooker extracting externally must be installed.

If the bathroom has a fan which extracts externally, again this must remain or be upgraded.
If the room is a change of room i.e. bedroom to bathroom, then a fan must be installed.
If the room has no window then a time delayed mechanical override fan must be installed or a humidistat fan with over-run.

N.B.
Having long runs of ventilation tubing, either fixed or flexible, is not ideal as it reduces the amount of air being ventilated from the rooms in question, plus it can develop condensation points along the tubes.
Window ventilation either trickle vents or opening the window, are not classed as suitable levels of ventilation, for Part F, it is required to be mechanical or vent stacks are also suitable.

4" fan is generally suitable for most rooms, but larger fans may be required in larger rooms.

The most efficient ventilation systems have the shortest runs with the least amount of bends.

Guidance for tiling and plastering

The tiles classed as 'specialist' are tiles or patterns that require more specialist tooling, sealants and extra finishing, so we need to pay our installers a little more for the additional time and tool costs.

Standard tiling

- Ceramic wall or floor tiles between 100mm and 450mm
- Standard layout pattern
- Brick pattern where tiles are the same colour

Specialist tiling

- Ceramic tiles outside of the 'standard' dimensions i.e. less than 100mm or over 450mm
- Patterned layout (including diamond)
- Natural stone tiles
- Porcelain tiles
- Limestone tiles
- Mosaic tiles (includes glass mosaic tiles)
- Multi coloured tiles

Unfortunately we are currently not able to install the following tiles nationwide as they require a specifically trained tradesman, check with your Homefit Centre Manager to advise if they can fit.

- Granite
- Quartz
- Marble
- Metal
- Liquid filled
- Reactive tiles
- Slate
- Glass (excluding glass mosaics)
- Unusual shapes

Remember, our tiling is priced to ensure that the more the customer purchases the cheaper the per square metre price becomes.

Guidance for tiling and plastering

Confirm the final choice of tiles prior to survey, this allows for an accurate survey and quote.

Categorise the selected tiles correctly, understand the difference between charges for **specialised and standard tiling** (handy guide on the next page).

Allow for off cuts and damages when calculating coverage - generally an allowance of an additional 20% suffices (e.g. order 24m of tiles for a 20m room), exceptions include crocodile or snakeskin at 50% extra.

Double check the **coverage of tiles in the box -** it's not always the case that 1 box of tiles = 1sqm of coverage (info in the tile brochure).

Remember, when picking tiles for an installation order, the customer needs all the **batch numbers to match.**

Minimum charges on tiling and plastering

The minimum charge is in place so that we fairly pay a tiler on small jobs. The charge includes the tiler's call out charge, planning and preparation time for the job and the amount of tiling included. Once the tiler has completed the above and the job is underway the rate is lowered.

This means that the more a customer buys, the cheaper the rate becomes, and the customer benefits from economy of scale.

What is included in the tiling charges:

- Remove existing tiling
- Adhesive
- White grouting for wall
- Grey grouting for floor
- Spacers
- White tile trim
- Silicone

are included in all tiling lines.

In addition on the specialist lines the:

- Cleaners
- Sealers
- Polishes

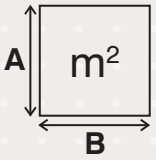
That are required for some specialist tiles are also included.

How many packs do I need?

1. Measure the width of the area you wish to cover, in metres, at its widest point. This will be 'A'
2. Measure the height or length of your area, in metres, at its tallest point. This will be 'B'
3. Multiply the width 'A' by the height/length 'B'. This will give you your area in 'm²' i.e. 20m²
4. Refer to the packaging or product card of your chosen product for its pack coverage i.e. 1m². You should then divide your area by the product's pack coverage area

Using our example this would be 20 ÷ 1 = 20, therefore you need 20 packs.

Remember, there is no such thing as a square room so allow an extra 10% for cuts and waste.



m² product requied including 15%

6m	7	14	21	28	35	42
5m	6	12	17	23	29	35
4m	5	10	14	18	23	28
3m	4	7	10	14	18	21
2.4m	3	6	9	11	14	17
2m	3	5	7	10	12	14
1.2m	2	3	4	6	7	9
0.5m	1	2	2	3	3	4
	1m	2m	3m	4m	5m	6m

A

B

Note: When adding plaster to walls, ceilings or using self-levelling compound on floors, please remember to advise the customer that these finishes require drying time. The drying time varies depending on the thickness of the finish and will be discussed with the customer by the installer at the time of survey

Guidance for worktops

How to get it right...

Confirm the final choice of worktop prior to survey to allow for a full and correct assessment of plan.
If the worktop is changed after the survey tell the installations team as a second survey may be required.

Always double check the **worktop accessories,** making sure all the edging, colour fill etc are sold.

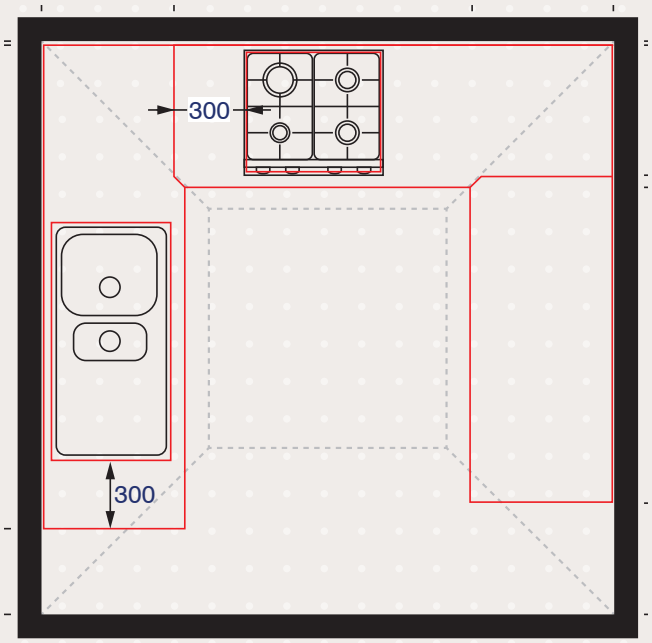
If planning an **island unit** with appliances – remember laminate worktops are only 900mm wide, so you will need to sell a wood or granite worktop (965mm width) to ensure it fits.

Double check your **worktop quantities**, this is our most common error and impacts the fit.

When you talk the customer through the journey and what to expect, explain that a custom fitted granite and quartz worktops are is templated on day 2 of the fit so a project with this surface is a 2 week extended process. Understanding what to expect up front ensures we manage customer's expectations.

Custom fitted granite and quartz worktops can only be sold by a trained Design Consultant.

Don't forget, talk through any **product limitations or aftercare** with the customer as incorrectly planned projects or maintenance will impact our after sales care and costs to B&Q.



1. Worktops should be fitted in a clockwise fashion and avoid wall to wall single lengths
2. No joint within 300mm of a hob or sink
3. Sinks and hobs should be 300mm from worktop end. Exceptions can be made for sinks one end but 50mm minimum must be maintained from cut-out to edge and the edge be supported
4. No joint mid sink or hob cut-out
5. Maximum unsupported overhang should be 300mm on all worktop types
6. Maximum mid run span (between units or between legs on breakfast bar) 650mm

Guidance for worktops

Product type	Things to consider	Don't forget	Aftercare
Laminate worktop	This worktop cannot be fitted with a Belfast or undermount sink.Cannot be cut and installed onto a curved base unit – curved worktops are available.	Laminate edging strips. Colour fill.	This worktop cannot be fitted with a Belfast or undermount sink. Cannot be cut and installed onto a curved base unit – curved worktops are available.
Natural solid wood	Ideally suited for Belfast and undermount sinks. End support panels can be used with solid wood for a contemporary look.	The solid wood installation kit needs to be on each order. Always recommend chopping boards, as solid wood will mark if cut. Sanding and resealing to remove stains is possible.	A further coat of worktop oil is recommended after installation. Ongoing care needs to be maintained as per manufacturer instructions. A maintenance kit is available to help protect the product from stains.
Earthstone & Gemstone	Ideally suited for under mount sinks.Can be sold with curved base end units.	The installation kit on the order. If planned with an undermount sink then don't forget the clips! Always recommend chopping boards, as Earthstone will mark if cut.	A maintenance kit is available for this product. This product has a 10 year manufacturer warranty.
Custom fitted Quartz & granite*	Available supply only or with installation project. Largest size available is 2.6m x 1.25m.Can be curved or diagonally cut.	These are digitally templated to the customer's project during fit. Ensure the customer understands this takes an additional 2 weeks on project time.	

*These specialist surfaces are only sold by Speedstone & PWS trained consultants

Guidance for waste removal and disposal

Take a moment to use your imagination… you've just had your dream kitchen or bathroom installed and your friends or neighbours come over to have a look – as they walk to your door they go past your old kitchen that has been left on the front lawn. The last thing you want is a pile of rubbish to deal with.

We offer both a removal service to strip out an existing kitchen, bathroom or bedroom and a disposal service.

Our full waste disposal service takes our commitment to One Planet Home seriously. We work with waste companies that actively route as much waste as possible away from landfill. This means they seek to continuously improve our recycling and other environmental measures.

To encourage our customer's to take up this service we offer all this on a 'not for profit' basis.

Our removal services covers the disconnection of gas and electrics using qualified tradesmen, removal of the old kitchen/bathroom/bedroom/appliances and the packaging and off-cuts from the new items.

If a customer does opt to manage their own remove and dispose they will need to ensure that they disconnect gas and electrics using relevant qualified tradesmen, remove the old kitchen, bathroom or bedroom and arrange for it to be disposed of safely and in accordance with legislation.

Why not let B&Q take care of both parts; the removal and the disposal and let your customers relax? Knowing that they have received a great service at a great price.

Guide to our disposal codes

Schedule of work	What do the fit team do?	What does it cover?
Remove kitchen, bathroom or bedroom	Disconnect old appliances (gas, electric and water connections) and kitchen, bathroom or bedroom removal.	
Dispose of kitchen, bathroom or bedroom	Disposal of old waste, packaging and off cuts at a **licensed** facility.	Kitchen includes 12 cubic yards of waste material. Bathroom includes 6 cubic yards and Bedroom includes 3 cubic yards.
Dispose of refrigeration unit	Collection of a refrigeration unit and disposal at a **licensed** facility.	Disposal of one item.
Dispose of flourescent tube	Collection of a fluorescent tube and safe disposal at a **licensed** facility.	Disposal of one item.

Frequently asked questions

Why do I need a new ring main when I already have power in my kitchen?	Modern kitchens generally have many more appliances than in the past. If the existing circuit is powering multiple appliances and the load is too great for that circuit then legislation requires us to run a new ring main, ensuring everything is safe. This also applies if the cable type is a old format.
Why do I need mains equipotential bonding (mains earth bonding)?	The earthing circuit on an electrical system is a safety measure, as electricity will always take the easiest route to ground or earth. The earthing cable has less resistance than the human body so if an electrical fault occurs the current will travel to ground/earth by the cable, not the person in contact. This covers the mains gas supply and the mains water supply. It is a requirement of regulations and the circuit must meet regulations before any electrical work can be carried out.
Supplementary equipotential bonding (supplementary bonding for short)	Supplementary bonding involves connecting together the conductive parts of electrical items and non electrical items in special locations (i.e. Bathroom). This ensures it meets regulations and gives a safe environment.
What should I remember to add to the order when planning in a range cooker on laminate worktops?	2 x metal worktop end caps are required to protect the worktop ends from the heat generated by the range cooker. Failure to add these will result in the worktops becoming heat damaged
Why do I need plywood on my floor before tiling, the property is only a few years old?	The plywood has 3 basic purposes: 1. It gives the tiles a firm base to prevent the tiles from lifting/cracking 2. If the existing floor base is a moisture resistant green chipboard the adhesive will not adhere to this surface and the tiles will lift/crack 3. It helps level out the existing floor.
When planning a hob how much space should be allowed for the combustion zones?	When placing wall units above the hob, you must allow an additional 50mm clearance either side of the hob i.e. hob width 600mm, wall unit opening 700mm, this allows for the 50mm combustion zone to each side. Also at work-top height you must allow 300mm clear worktop to any walls or units this allows for the combustion zone and from a safety view, pans can be safely removed without reaching over the hob.
When does certification need to be included in the order?	An electric and/or gas certificate is required for any hard wired appliances when we are connecting as part of the installation. If B&Q are not connecting, please use the barcode without connection.
What does certification include?	We ensure the completion of the appropriate gas and electrical certification and that the correct notification is made to your local authority building control where necessary.

If you are not sure how to explain something on the quote, then the surveyor will be happy to advise you!